



BREAST CANCER NOW'S SERVICE PLEDGE

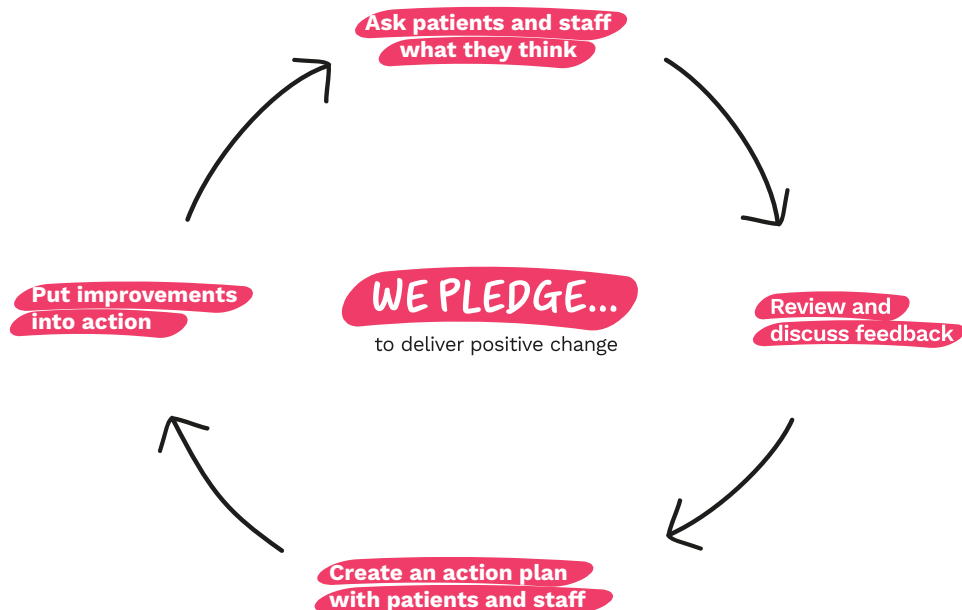
Improving breast cancer services for you.

WHAT'S BREAST CANCER NOW'S SERVICE PLEDGE?

Breast Cancer Now is the UK's leading research and support charity. We're always working to improve treatment, care and services for anyone affected by breast cancer.

Our Service Pledge is dedicated to improving breast cancer services.

We help hospitals gather feedback from patients and staff on their breast care services. Then, together with patients and staff, we come up with a plan to act on that feedback and create positive change.



THE SERVICE PLEDGE AT UNIVERSITY COLLEGE LONDON HOSPITALS NHS FOUNDATION TRUST

We wanted to find out what was important to patients at your NHS Foundation Trust. So, we carried out surveys and focus groups to hear what you had to say.

Working together with patient representatives and members of the trust's breast cancer team, we created goals based on this feedback.

Now, University College London Hospitals is taking action. Some goals are ongoing. But there are changes in place that are already making a real difference for breast cancer patients.

Here's the feedback and the changes that your trust is making:

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Patients wanted more support and information around the time of their diagnosis</p>	<p>We'll actively encourage all newly diagnosed patients to fill in their Holistic Needs Assessment (HNA) questionnaire on the MyCare app, so we can better understand their needs and provide personalised support</p>	<p>Ongoing</p>
	<p>We refer patients into Breast Cancer Now's Here for You pathway, so they can get timely access to Breast Cancer Now's support services</p>	<p>Ongoing</p>
	<p>We'll signpost patients to Breast Cancer Now's Speakers Live and Facebook Live sessions</p>	<p>Ongoing</p>
	<p>We display information about the available patient support services in the waiting areas of the breast clinic</p>	<p>Completed</p>
<p>Some patients said they needed more support using the MyCare app</p>	<p>We offer a range of support services for patients who need extra help using the MyCare app</p>	<p>Completed</p>
	<p>We'll look into the possibility of linking the radiotherapy service to the MyCare app</p>	<p>Pending</p>
<p>Secondary breast cancer patients were less likely to feel supported at diagnosis</p>	<p>We'll explore the possibility of recruiting more staff to support the team</p>	<p>Pending</p>
<p>Secondary breast cancer patients felt less positive about treatment decisions</p>	<p>We'll develop new and better resources with key information for secondary breast cancer patients</p>	<p>Pending</p>

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Some patients wanted more information about the side effects of treatment</p>	<p>We'll explore other ways of communicating this information, such as having volunteers at the chemotherapy unit to provide information on side effects</p>	<p>Pending</p>
	<p>We'll offer additional training for staff on how to discuss treatment side effects with patients</p>	<p>Completed</p>
<p>Secondary breast cancer patients were less likely to feel that the information about their treatment was given at the right time or was relevant to them</p>	<p>We'll share a support guide to help prepare secondary breast cancer patients for their appointments</p>	<p>Ongoing</p>
	<p>We'll let patients know what to expect at their consultant appointments, so they can prepare in advance</p>	<p>Ongoing</p>
	<p>We'll set up different information packs for different patient groups</p>	<p>Ongoing</p>
<p>Patients didn't always feel they had enough information on how to look after themselves post-surgery</p>	<p>We'll collaborate with the surgical team to improve the information patients receive about post-surgery care</p>	<p>Ongoing</p>
	<p>We offer patients a phone call after surgery to provide information and support on post-surgery care</p>	<p>Ongoing</p>
<p>Primary breast cancer patients didn't always feel they had enough support at the end of treatment</p>	<p>We'll provide enough information during our end-of-treatment appointments, including leaflets from different charities</p>	<p>Completed</p>
	<p>We have reviewed and improved our end-of-treatment appointments</p>	<p>Completed</p>
	<p>We signpost primary breast cancer patients who've finished their active treatment to Breast Cancer Now's Moving Forward courses</p>	<p>Completed</p>

YOUR FEEDBACK	ACTION PLAN	PROGRESS
<p>Patients sometimes found it hard to get in touch with staff to ask questions about their treatment and care</p>	<p>We'll add information to our website about who to contact for different concerns.</p>	<p>Ongoing</p>
	<p>We will look into the possibility of admin support for the team so the nurses can dedicate more of their time to supporting patients</p>	<p>Pending</p>
	<p>We'll add Breast Cancer Now's helpline number to our answering machine message, so patients have someone to call if they can't get through on the phone</p>	<p>Ongoing</p>
	<p>We will create a new email inbox for patients, from which patients will be sent personalised emails with links to digital information</p>	<p>Pending</p>
<p>Patients would like access to more practical and emotional support</p>	<p>We remind patients about the emotional and practical support services available in their area at key times throughout their care</p>	<p>Ongoing</p>
	<p>We'll signpost patients to Owise to help have open conversations about their needs and enable us to direct patients to relevant support services</p>	<p>Pending</p>
	<p>We'll give all newly diagnosed patients a Breast Cancer Now helpline card and signpost them to other charities, so they know where to turn for additional support</p>	<p>Ongoing</p>
<p>Some secondary breast cancer patients would have liked more information about planning for the future, palliative care and hospice support</p>	<p>All staff have received training on having difficult conversations and delivering information about palliative care</p>	<p>Ongoing</p>
	<p>We'll explore if Breast Cancer Now's Living with Secondary Breast Cancer support group is suitable for the service and its patients</p>	<p>Pending</p>

HAVE QUESTIONS OR FEEDBACK?



Get in touch with
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UCLH Breast Oncology Team
uclh.oncology.breast.admin@nhs.net



If you need support or information about breast cancer, call the Breast Cancer Now helpline on **0808 800 6000** or visit breastcancernow.org.

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University College London Hospitals
NHS Foundation Trust

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